

# Guest Sales Manager

## About us

Hospiria is an integrated SaaS offering for independent property managers and portfolio owners. We offer our partners the ability to maximise occupancy levels, nightly earnings and overall income efficiently without the need for additional in-house resource, by giving users an all-in-one system for managing their accommodation business.

Hospiria's mission is to help independent property managers and portfolio owners thrive in the short-term rentals market. We do this by providing a single technology to market, distribute and manage bookings as well as provide the tools for operational efficiencies for our partners. Together we deliver professional short term stays to guests all over the world.

This is an opportunity to join an exciting, technology-led business with a high energy team who work closely on delivering an excellent customer experience. You will have the chance to learn new skills, be involved in significant projects and make an impact on many different areas of the company.

We are looking for bright and ambitious people to help continue to grow the business. Applicants should be adaptable, flexible and proactive in developing their own skills and capabilities. We celebrate leaders at every level of the business who demonstrate independence in their work while contributing to the culture and broader environment of the UnderTheDoormat team.

## About the role

The Guest Sales role is accountable for driving and meeting guest sales targets across our three UnderTheDoormat Group business products, including:

1. **Hospira** our B2B SaaS business arm which drives superior income and occupancy for our partners by marketing their properties across an exclusive combination of more than 40 platforms. We partner with property companies and managers who can provide quality hospitality, but not distribution and offer a B2B SaaS solution that gives them a ready-made platform so they can focus on hosting their guests
2. **Trusted Stays** our dedicated platform connecting professional home rentals with government and corporate procurement; the world's first short-term rental platform to enter this world
3. **UnderTheDoormat London Managed** our short-term rentals business where we manage short stays on behalf of property owners and deliver 5\* guest stays in over 300 homes across the city, including our flagship aparthotel, 3 Sloane Gardens

The role would best suit someone who has a minimum of 3 years' experience in reservations management and guest sales within the leisure, hospitality and short-term accommodation industries.

## Specialist Skill Set and Responsibilities

- **Maximise occupancy for our partners** – Conversion of inbound enquiry-based guest leads as well as working closely with Marketing to seek outbound guest sales opportunities e.g., government procurement, corporate travel, relocation services, tour operators to expand customer base
- **Reservations management** – Accountable for the end-to-end guest booking process including enquiry management, relevant guest stay support, professional guest communications, payment processing and ensuring all guest company requirements are complete ahead of a stay
- **Understand customer trends through data analysis and building relationships** – Partner with customers and analyse data to understand their needs and identify valuable emerging market trends
- **Revenue management** – Analyse and provide weekly and monthly forecast summary updates with recommendations to improve long term strategies
- **Lead and manage out of hours Reservations Team** – Ensure team are offering a quality reservations service to all customers in a timely manner
- **Guest experience** – Supporting the UnderTheDoormat London Managed Team to ensure a 5\* guest experience such as, responding to guests, guest stay support and guest communications as appropriate

## General Capabilities

- **Continuous improvement** – Proactively identify improvements beneficial to our processes and be part of the delivery of any initiatives implemented
- **Customer data excellence** – Understand our data deeply, be able to report on trends and related solutions and maintain our data accurately on all our systems
- **Personal development** – Participate in any personal development and training that is identified to help you carry out your role more effectively, as well as delivering any team training within your areas of expertise as and when required
- **Values and Behaviours** – Uphold, safeguard and promote our values and behaviours at all times
- **Policies and procedures** – Have good working knowledge of our policies and procedures and ensure yourself and your team work within them at all times
- **Legal and regulatory** – Maintain records in line with current legislation, in particular GDPR, AML and Health and Safety

## What we are looking for

As a young company, you will have the freedom to drive continuous improvements in how we operate – and we genuinely want you to drive improvements and take the lead, not just take direction.

Applicants should be adaptable, flexible and proactive in developing their own skills and capabilities.

You should love the idea of supporting a team while also being able to work independently. As a small business you will also have a key role to play as a team member in helping us ensure all our customers have a positive and seamless experience.

You must enjoy interacting with customers and partners, demonstrate excellent attention to detail, and be able to multi-task. You will often be the face (digitally, written, and in person) of the company and must be comfortable and confident in this role.

Specifically;

- A sales and reservations professional with a minimum of 3 years' experience in the leisure, hospitality and short-term accommodation industries
- Someone who is number-oriented with strong numerical skills and a well-developed business sense
- Someone who is extremely well informed about our market and able to accurately forecast sales predictions and shifts in the marketplace
- Someone who thrives under pressure and with constantly changing dynamics
- A people person who thrives on working with others and loves building personal connections that drive growth
- Someone who is organised and detail orientated
- Someone who has strong written, verbal and interpersonal skills who's energetic and focused
- Someone who has a strong desire to expand and acquire new skills

## What we offer

- Discretionary bonus scheme
- Flexible and remote working options (including sabbaticals)
- 25 days holiday plus the flexibility to buy or sell 5 days
- An exciting and fast-paced environment with lots of development and growth opportunities
- Friendly team and regular socials together
- Support from a mentor on how to grow your future career
- Informal ongoing development and training on key business skills, such as project management
- Cycle to Work Scheme
- Discounts for you and your family and friends on our homes
- Rewards for introducing new customers and team members



Our business is going places and we want you to as well. If you're interested in playing a key role in our team, please get in touch at [team@underthedoormat.com](mailto:team@underthedoormat.com)